

Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark Geib, PE

Michigan Department of Transportation

1050 6th Street

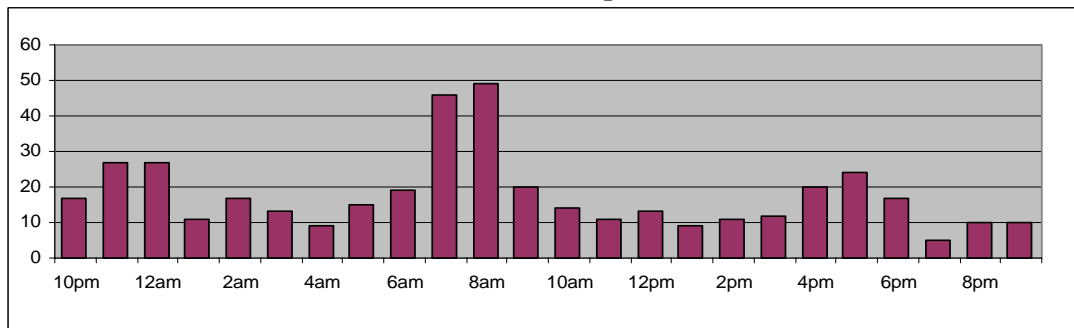
Detroit, MI 48226

GeibM@michigan.gov

January 2008

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Monthly Incident Activity

	Jan 2008	Dec 2007	Jan 2007
Freeway Closures	13	16	15
Lane Closures	14	31	39
Ramp Closures	5	4	3

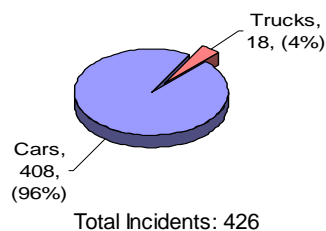
Total Incidents by Roadway

Freeway	Jan 2008	Dec 2007	Jan 2007
I-75	123	126	73
I-94	91	123	49
I-696 (Reuther)	84	90	50
I-96	38	57	32
M-10 (Lodge)	22	34	51
M-39 (Southfield)	36	47	22
I-275	32	31	18
I-375	0	0	0
TOTAL	426	508	295

Calls by Type

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2521	2516	5
Contractors	200	137	63
City	3	0	3
County	43	23	20
Federal	0	0	0
Fire	1	1	0
Local Police	24	17	7
MSP	606	575	31
Border	2	0	2
MDOT/DIT	108	46	62
Media	129	127	2
Special Events	9	7	2
Transit	1	1	0
Parking	1	1	0
Airport	0	0	0
Animals	0	0	0
OTHER	35	30	5
Total	3683	3481	202

Vehicle Composition of Incidents

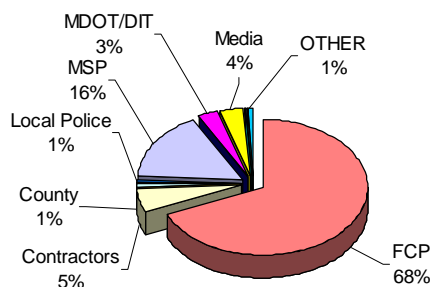


MITSC Center News

MITSC Management held and after action review of the January 10th Propane tanker accident that occurred on the Northbound lanes of I-75 in Detroit. Involved parties such as the Detroit Fire Department, Michigan State Police, Michigan Department of



Transportation, Wayne County Road Commission, Freeway Courtesy Patrol, and other local police and fire agencies were in attendance. The object of an after action review is to identify area's of success and improvement for future incident response and the promotion of multi agency cooperation and support.



Total Calls: 3683

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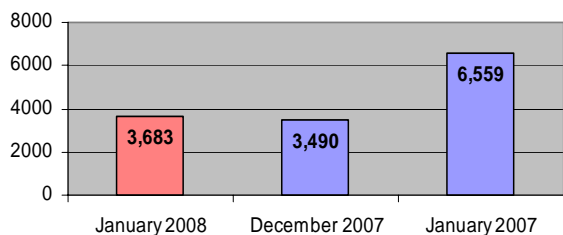
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CONTROL ROOM DISPATCH ACTIVITY

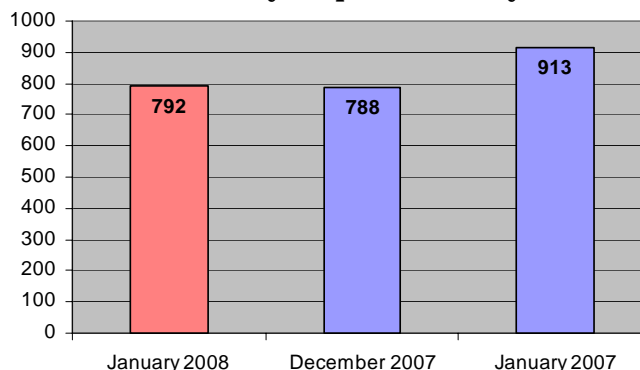
- Of the 4,349 assists that the Freeway Courtesy Patrol (FCP) provided during the month of January, 792 assists (18%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

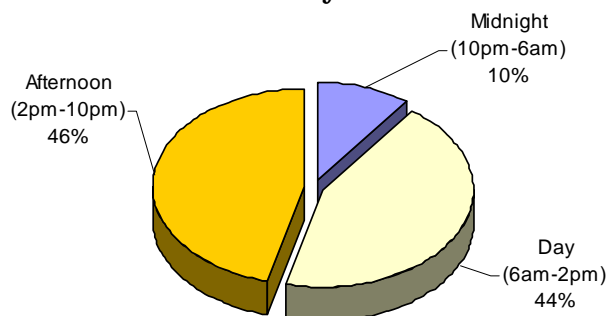


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

Freeway Courtesy Patrol Monthly Dispatch Activity

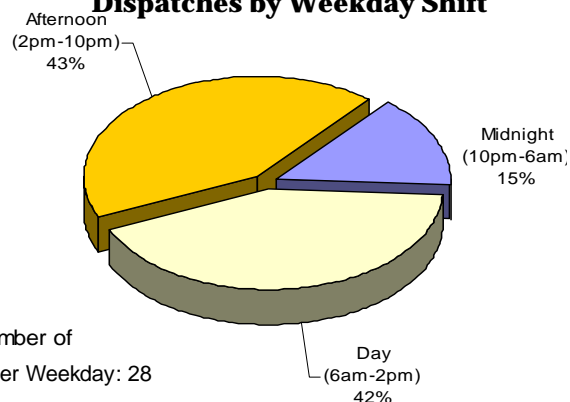


Calls by Weekday Shift



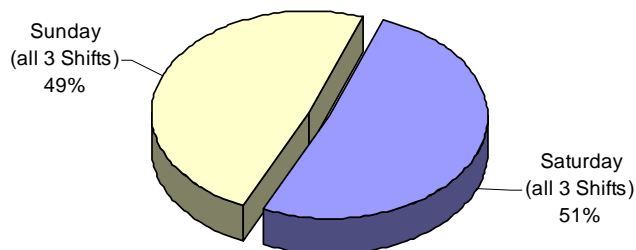
Average Number of Calls per Weekday: 135

Freeway Courtesy Patrol Dispatches by Weekday Shift



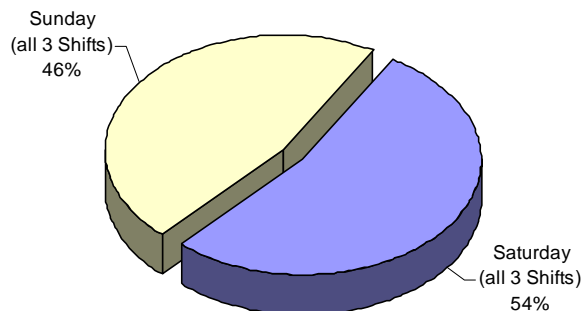
Average Number of Dispatches per Weekday: 28

Calls by Weekend Day



Average Number of Calls per Weekend: 145

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 38

Note: Additional FCP information may be found beginning on page 4.

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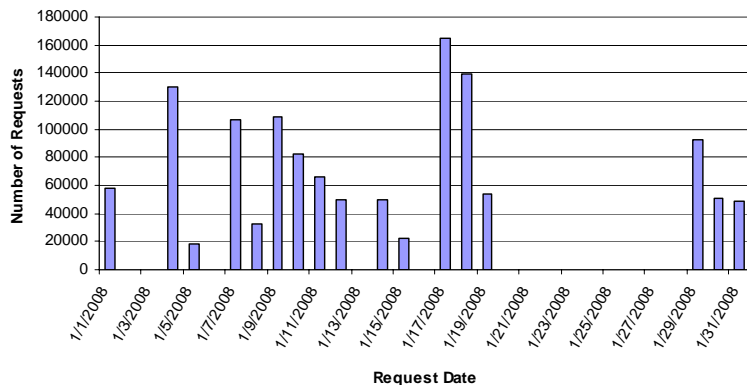
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

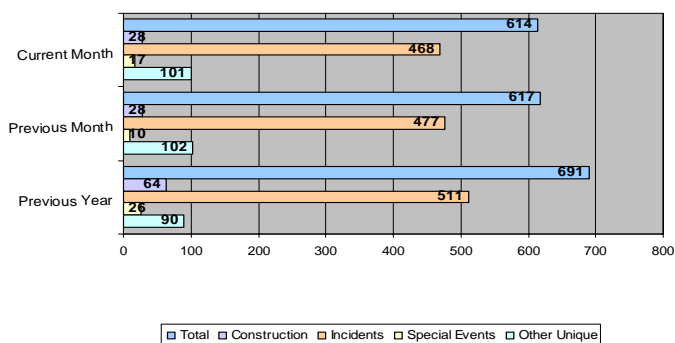
Website Activity



Top 5 DMS with Unique Messages

- I-94 EB at Central
- M-10 NB at Porter
- I-696 EB at Manistee
- I-375 NB at Gratiot
- I-75 NB at Woodward Hghts.

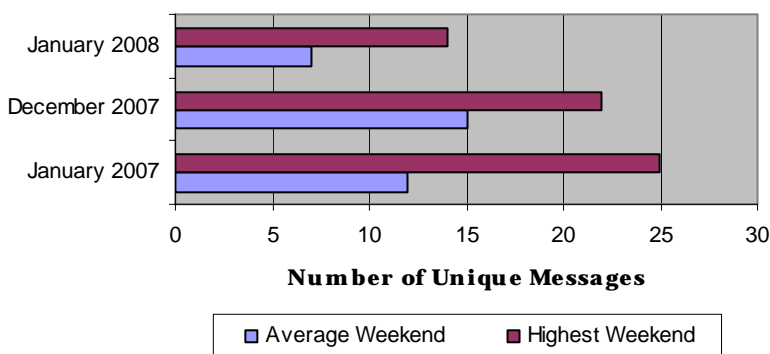
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Jan 2008	Dec 2007	Jan 2007
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Jan 2008	Dec 2007	Jan 2007
All High Impact Messages	93.8%	96.1%	96.5%
Freeway Closure Messages	100.0%	100.0%	100.0%
Lane Closure Messages	92.9%	93.5%	94.9%
Ramp Closure Messages	80.0%	100.0%	100.0%
Other Communication	Jan 2008	Dec 2007	Jan 2007
Advisory Text-Messages	96.9%	96.1%	94.7%
Website Incident Postings	100.0%	98.0%	94.7%

Weekend Construction DMS Message Activity



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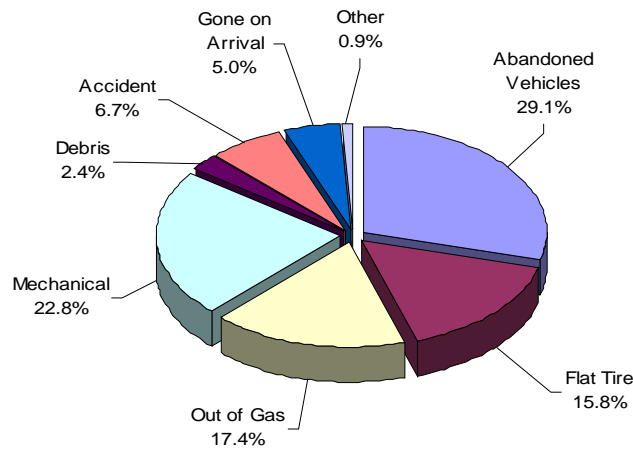
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

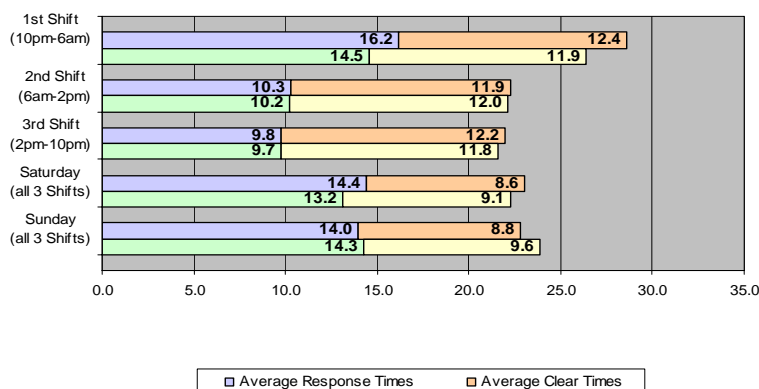
"I had a flat tire yesterday on I-75 North during the afternoon rush hour. I thought I was in for a long stressful time of getting it changed. Within 5 minutes of me pulling over, a very nice man in the courtesy patrol van pulled up behind me. In no time he changed my tire. Thank You".

Assist Type

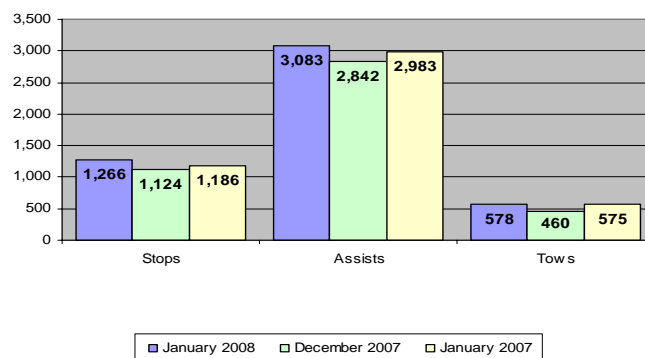


Total Number of Incidents: 4349

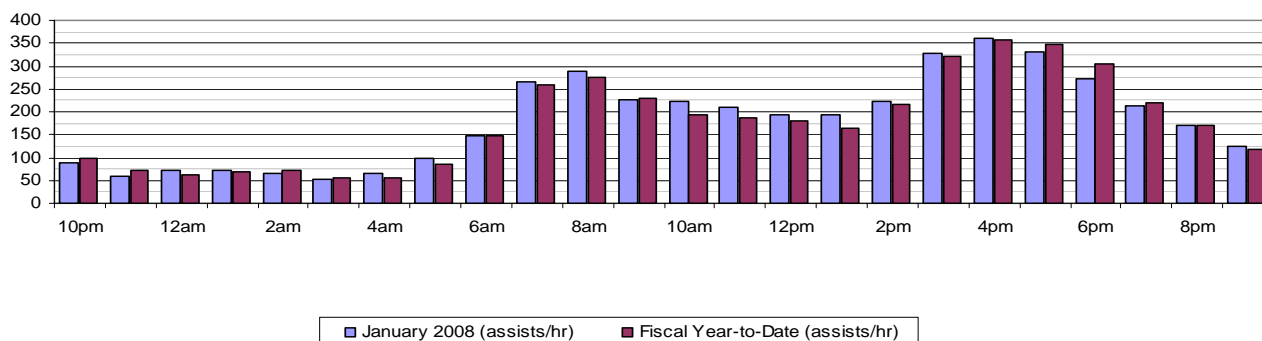
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



Michigan ITS Center

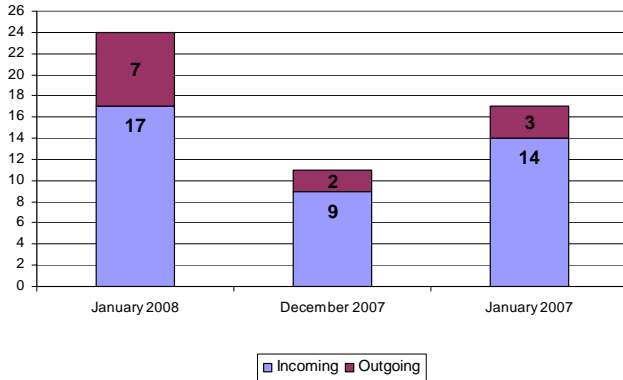
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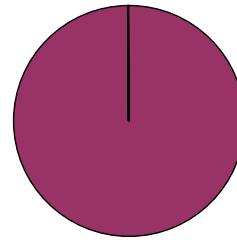
January 2008

TRAFFIC INCIDENT MANAGEMENT

Local Police Department Calls



Video Users

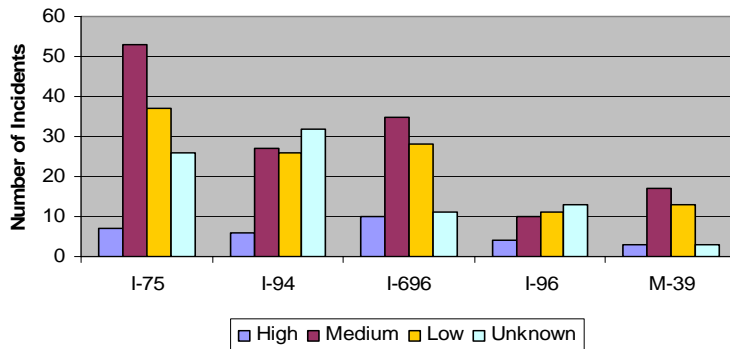


100%

*Drop in VU numbers
due to use of drive
public site

- Police departments
- Transportation operators
- Emergency management
- Fire departments
- Planned special events venues
- Internal support

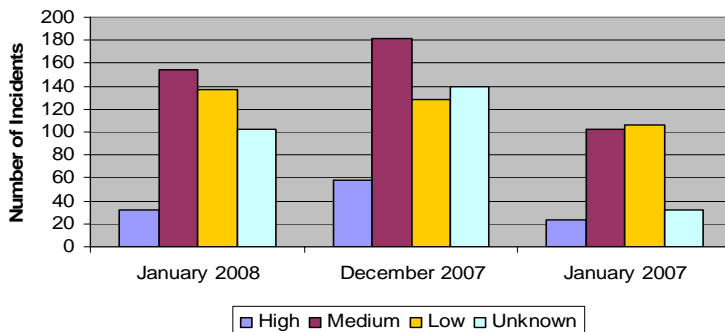
Severity/Duration by Top Five Freeways



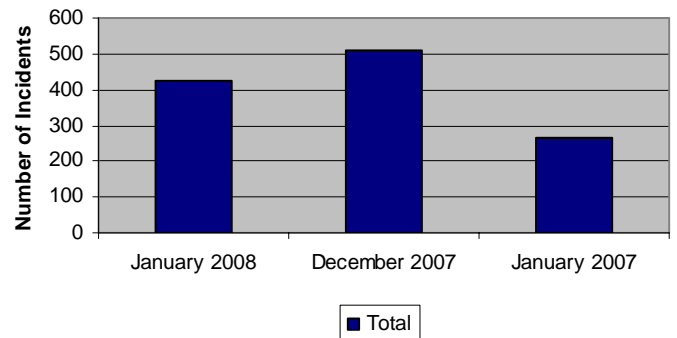
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents





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Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile)
6 - 10.9 (assists/mile)
11 - 16.9 (assists/mile)
17 & greater (assists/mile)

		COVERAGE		TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
Freeway	Segment	(miles)	January 2008	Fiscal YTD Avg.	January 2008	Fiscal YTD Avg.	January 2008	Fiscal YTD Avg.	January 2008	Fiscal YTD Avg.	
I-75		87.6	1043	1054	11.9	12.0	11.6	11.2	12.5	12.4	
	Oak. Co. Line to I-696	37.0	421	405	11.4	11.0	14.0	14.1	12.7	12.1	
	I-696 to I-94	8.0	266	281	33.3	35.1	9.9	9.5	13.7	13.4	
	I-94 to I-96	5.6	105	109	18.4	19.4	10.0	9.1	14.5	13.7	
	I-96 to I-275	37.0	251	259	6.8	7.0	12.1	11.8	10.1	11.2	
I-94		60.7	1022	957	16.8	15.8	10.6	10.9	10.4	10.5	
	Wash. Co. line to M-39	20.7	348	328	16.8	15.8	11.6	10.9	10.2	10.7	
	M-39 to I-75	9.0	315	275	35.0	30.5	10.2	10.4	11.5	10.9	
	I-75 to I-696	10.0	242	238	24.2	23.8	10.2	11.3	10.3	10.7	
	I-696 to St. Clair Co. Line	21.0	117	117	5.6	5.6	11.1	13.1	8.3	8.4	
I-96		34.0	550	602	16.2	17.7	12.8	12.1	11.5	11.6	
	Liv. Co. Line to I-275/I-696	11.0	127	133	11.5	12.0	12.9	15.0	13.4	12.7	
	I-275/M-14 to M-39	12.0	176	189	14.7	15.8	15.9	12.6	11.7	11.6	
	M-39 to I-75	11.0	247	281	22.5	25.5	10.8	10.6	10.5	11.0	
I-275		37.5	373	361	9.9	9.6	12.4	12.4	11.7	11.6	
	I-96/696 to M-14/I-96	8.0	139	118	17.4	14.8	11.3	11.0	11.9	12.4	
	M-14/I-96 to I-94	12.0	169	177	14.1	14.7	12.8	13.8	12.0	11.9	
	I-94 to I-75	17.5	65	66	3.7	3.8	14.6	10.1	10.5	9.6	
I-375		1.2	14	12	11.7	9.6	11.0	7.7	6.7	9.6	
I-696 (Reuther)		28.7	561	536	19.5	18.7	11.8	11.0	11.3	11.2	
	I-96/I-275 to M-10	9.3	170	142	18.3	15.3	13.1	12.5	10.2	10.0	
	M-10 to I-75	9.0	182	178	20.2	19.8	11.4	10.9	13.8	13.4	
	I-75 to I-94	10.4	209	216	20.1	20.7	11.1	10.0	10.1	10.3	
M-5 (Grand River)		10.3	36	43	3.5	4.2	25.5	16.6	7.9	10.4	
M-8 (Davison)		2.2	45	65	20.5	29.5	11.3	9.0	11.8	10.0	
M-10 (Lodge)		17.9	358	340	20.0	19.0	10.7	9.6	13.1	11.8	
M-14		6.4	53	50	8.3	7.9	12.1	10.8	14.1	13.1	
M-39 (Southfield)		14.2	287	246	20.2	17.3	10.8	11.4	12.1	12.1	
M-59 (Vetrans)		11.6	7	3	0.6	0.3	-	25.0	5.3	4.7	
	Total	312.3	4,349	4,267							

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Calls by Type	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type Breakdown	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.